

FAQ

POWERPLAY 24/7 Fitness

01 Can I put my membership on hold? How?

Yes. All memberships can be put on a free hold for a maximum of 2 months at a time. This can be extended if required for medical reasons with proof in the form of a medical certificate.

To request your membership to be placed on hold, please email info@powerplayhf.com.au with the start and end date of your hold.

03 I would like to cancel my membership, how do I do it?

If you would like to cancel your membership with us you will need to let us know in writing via email or you can visit us in person and sign a cancellation form.

1.No-lock in, direct debit membership

It is a requirement that you give us 30 days notice in writing. Therefore, your 30 days will start the date we receive the email. Any payments due during the 30 days must be paid in full before your direct debit and membership will cease.

2.Lock in, direct debit membership

Lock in contracts can only be cancelled once the minimum term is reached and cannot be cancelled within this time. Once the minimum term is reached, you can cancel at anytime in writing.

3.Pay up front

Your membership will automatically cease once the time period of your membership is complete.

04 Can I bring my friend to the gym with me??

Bringing your friend into the gym during staffed hours is great. Our staff will be there to assist your friend and sign them in. A casual visit costs \$15.

Bringing a friend in, that is not a member, outside of staffed hours is not permitted under any circumstances and will incur a \$100 fine.

02 Why has my payment failed and how do I fix it?

There are a few reasons that your direct debit may fail to process. We have listed reasons below. If your direct debit fails you will receive both an email and text message from Pysmart informing you of the reason your payment failed.

1. Insufficient funds

At the time the debit was taken, there was not enough funds in your account. Pysmart debits at 2am on the date of debit. Therefore, we recommend organising your debit to come out 1 – 2 days after pay day.

2. Invalid payment details

You have supplied us with the incorrect bank or card details. This can easily be rectified by contacting Powerplay Health and Fitness.

3. Expired card details

Your card has expired and can therefore no longer be used.

4. Withdrawn authority to debit

You have removed authority for Pysmart to no longer debit your account. This does not void your membership agreement with Powerplay Health and Fitness and you will still be required to pay all owing monies.

5. Closed account

You closed your bank account. New account details will need to be supplied to Powerplay Health and Fitness

6. Suspected Fraud

Your bank has informed Pysmart that you have reported a lost or stolen card.

For any further questions please see staff during staffed hours or email your questions to info@powerplayhf.com.au